

Board Meeting in Public

Date:	Thursday 28 th April 2022	Location:	Zoom	Time:	4:00 – 5:30pm
Present: Jason Davies (JD as Chair), Deborah Mehanek (DM), Richard Davy (RD), Maria Millwood (MM), Laurence Oates (LO), John Bateson (JB), Tacye Connelly (TC)					
Other HWSY Attendees: Lisa Sian (LS), Natalie Markall (NM), Kate Scribbins (KS), Vicky Rushworth (VR) and Tessa Weaver (TW)					
Apologies: Peter Gordon (PG), Andrea Lecky (AL),					

Agenda Item	Discussed/Action	Who	By When
1. Welcome and apologies	JD welcomed everyone; PG & AL had sent apologies.		
2. Declarations of interest	There were no previous updates to the declarations of interest, JD noted a change to be made to his interest. Action: LS to update the declarations of interest accordingly.		
3. Questions from the Public (previously tabled)	No questions have been received from the public.		
4. Approval of the previous minutes January 2022)	The minutes from the Board meeting in Public, January 2022 were approved.		

<p>5. Review of Q3</p> <ul style="list-style-type: none"> • CEO Report including financial summary & KPIs • Q4 Influence and Impact report 	<p>CEO Report including financial summary & KPIs</p> <p>LO asked how our experiences are being affected without the Citizens Advice SLAs. KS explained that the insight we are gathering is longer and more complex, we have fuller stories coming in from individuals which we can share. We are not aware of how this is affecting the numbers just yet as we are still at the beginning of the quarter so it's too early to tell. The experiences we are hearing are coming from community settings rather than GPs and hospitals which is enabling people to talk to us for longer and about their whole system journey.</p> <p>There was concern from JB if the longer more complex experiences may have a significant workload increase for the team? However, KS mentioned that it is too early to say. We are currently going through a reorganisation within the team which will include the two new Giving Carers a Voice (GCAV) members of staff. We have allowed capacity in GCAV resource to help with the database. We have more flexibility to move things round to cope with this complexity.</p> <p>Q4 Influence and Impact report</p> <p>LS asked the Board for any feedback or questions on the content within the Q4 quarterly report.</p> <p>The quarterly reports make planning for the annual report much easier. We will be reviewing the distribution list for all our reports, currently the Influence and Impact reports are being shared at our What We've Heard meetings with our trusts/places, through the Board, volunteers and on the website. The impact report is currently not public facing, however we'll be working with team members Vicky Rushworth and Adam Connelly on how to extract and condense the key parts into smaller, bite size chunks for the public to show our outcomes.</p> <p>There was praise from the Board on the report. MM mentioned the reports are really useful for the volunteers, especially where they are attending meetings and representing Healthwatch Surrey. There was discussion of the importance of reviewing where we send it and who we send it to, this is something Vicky will be looking at. LS to double check all the volunteers received the report.</p> <p>Action: LS to double check all volunteers have access to the Impact & Influence report.</p>	<p>LS</p>	<p>ASAP</p>
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<p>6. Thematic priority update: the Board is asked to note progress.</p>	<p>We are pleased with the success of the carers discharge project and the impact it has had. We will approach our trusts next year to see how they are getting on with our recommendations.</p> <p>The Dementia Strategy Action Board have built our recommendations into the strategy. Robert Hill (volunteer) will keep attending these Board meetings to see how they are progressing with our recommendations. We have produced a couple of dementia case study videos. TW mentioned we need to be careful that these videos are of a benefit as they're quite emotional to begin a meeting with.</p> <p>There has been no Insight Bulletin produced for a while due to a shorter month in February and the pre-election period, but the next one will come out in May.</p> <p>TW is currently analysing the waiting well survey responses.</p> <p>We're looking for the next project, which will preferably focus on children and mental health. We would like to do something within social care and this will work alongside and mirror our Enter & View programme. Call out for the Board to listen out for ideas.</p> <p>There are 2 projects that are of interest to the system and TW feels confident that by the beginning of June, we'll be underway with a new project and one potential in the background. There is a bank of projects if we need to use them that would still be of interest.</p>		
<p>7. Workplan 2022-23</p>	<p>No major changes since the draft came to Private Board, only formatting. The workplan 2022-23 was signed off and approved.</p> <p>This workplan will now be placed onto one page to share with our system partners. NM will be working on that shortly.</p>		
<p>9. Action Log</p>	<p>Green items were approved to remove.</p> <p>Ellen to re-send Wendy's volunteer hub guide to the Board for inputting Board hours.</p> <p>Action: EE to send the guidance on inputting Board Hours.</p>	<p>EE</p>	
<p>10. Public questions not already dealt with</p>	<p>No questions received from the public.</p>		
<p>11. AOB</p>	<p>No AOB.</p>		

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12. Date of next meeting	Thursday 28 th July 4pm.		
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These minutes will be approved by the Healthwatch Board at the next Board meeting to ensure any Actions are progressed. Any questions or queries raised by members of the public at the next Board meeting in public will be welcomed and considered.

Minutes approved by: (please print)	
Signature:	
Date:	